

Facilities Services Key Request FAQ's

1. How do I request a key?
 - a. Keys are requested by submitting a Work Request through Facilities Services Work Order System. There are instructions in the Work Request System for completing the Work Request and Key Request Form.
 - b. Link(s) to the Key Request Form, Return/Reissue Form, & Lost Key Form can be found once the Work Request has been initiated.
2. Do I need to submit a Work Request for each Key Request Form?
 - a. No, you can have *multiple* Key Request Forms for one Work Request.
 - i. It is **important** to list the last names on the Work Request so Facilities Services can ensure that the corresponding forms are attached.
 - b. You can request multiple keys for *one* individual on a Key Request Form.
3. How do I know when and where I can pick up my keys?
 - a. You will be notified via email or phone by Facilities Services personnel that your keys are ready to be picked up.
 - b. Keys that are not picked up within 30 days will be returned to the Locksmith Shop and a new request will need to be completed.
4. Who approves my keys?
 - a. Key request approval is dependent upon the type of key being requested:
 - i. Individual door keys- Department Head, Chairman, or Director
 - ii. Suite keys, Interior Medeco and Abloy Keys- Department Head, Chairman, or Director
 - iii. Sub Master or Master Keys- Dean or Associate Vice Chancellor
 - iv. Grand Masters- If the building is on 1card no exterior keys are to be distributed, with Police as the exception.
5. Can students be assigned keys?
 - a. Graduate students who are employees of ECU (GA, TA, Post Doc) will be issued keys.
 - b. Undergraduate students will **not** be issued keys.
6. Can someone else pick up my key(s)?
 - a. The Issuee (individual assigned to the key) is **required** to pick up their key with their 1card identification within 30 days of notification that the key is ready. This is to ensure that the requested key is with the authorized individual.
7. Whom do I turn my key into when I leave ECU or my department?
 - a. Keys will need to be turned into your supervisor. The supervisor is responsible for completing the Return/Reissue Form.
 - b. This is done by submitting a Work Request through Facilities Services Work Order System. Follow instructions on the work request system for completing the Work Request and Key Return/Reissue Form.

8. What do I do if I lose my key?
 - a. Start a Work Request for the lost key(s), you will need to complete the Lost Key Form and a new Key Request Form.
 - i. The Key Request Form will need to be attached to the Work Request.
 - ii. The Lost Key Form will route automatically once submitted.
 - b. Loss of a master, sub master, or suite key *may* necessitate changing all locks under that key at Departmental expense.
 - c. Replacement keys for individual doors are \$5, charges will be made by IDT to the FOAPAL on the original Key Request Form.
9. Do I need to complete a Key Request for desk locks & filing cabinets?
 - a. No, a Key Request Form does not need to be completed for desk locks & filing cabinets. For these requests, please submit a Work Request.
 - b. The flat rate for desk locks or filing cabinet lock service is \$50 (new lock or lock-picking services).